

1. Procurement:

There are no open or active request.

2. Contracts and agreements:

There are no active contracts or agreements

3. Finance records:

2015-16 expense: unable to locate in county finance office (see attachment)

2015-16 revenue: \$5,080.00 (see attachment)

2016-17 expense: unable to locate in county finance office (see attachment)

2016-17 revenue: \$8,593.18 (see attachment)

2017-18 expense: \$9,700.00 (see attachment)

2017-18 revenue: \$15,039.43 (see attachment)

2018-19 expense: \$6,012.00 (see attachment)

2018-19 revenue: \$11,945.07 (see attachment)

2019-20 expense YTD: \$700.00 (see attachment)

2019-20 revenue YTD: \$3,206.36 (see attachment)

4. Policy:

See attached policy



MuckRock News  
DEPT MR 73888  
411A Highland Ave  
Somerville, MA 02144-2516  
73888-03397014@requests.muckrock.com

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In the event that there are fees, I would be grateful if you would inform me of the total charges in advance of fulfilling my request. I would prefer the request filled electronically, by e-mail attachment if available or CD-ROM if not.

Thank you in advance for your anticipated cooperation in this matter. I look forward to receiving your response to this request within 10 business days.

Sincerely,

Beryl Lipton

Filed via MuckRock.com  
E-mail (Preferred): 73888-03397014@requests.muckrock.com

For mailed responses, please address (see note):

MuckRock News  
DEPT MR 73888  
411A Highland Ave  
Somerville, MA 02144-2516

PLEASE NOTE: This request was filed by a MuckRock staff reporter. Also note that improperly addressed (i.e., with the requester's name rather than "MuckRock News" and the department number) requests might be returned as undeliverable.



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DEPT MR 73888  
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002427 2427 1 MB 0.428  
T10 P1 \*\*\*\*\*AUTO\*\*MIXED AADC 601  
ALLEGHANY COUNTY SHERIFF'S OFFICE  
NORTH CAROLINA PUBLIC RECORDS LAW OFFICE  
40 ALLEGHANY ST  
SPARTA NC 28675-9298

|||||

September 6, 2019

This is a follow up to a previous request:

To Whom It May Concern:

I wanted to follow up on the following North Carolina Public Records Law request, copied below, and originally submitted on May 22, 2019. Please let me know when I can expect to receive a response.

Thanks for your help, and let me know if further clarification is needed.

Filed via MuckRock.com  
E-mail (Preferred): 73888-03397014@requests.muckrock.com

For mailed responses, please address (see note):

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Somerville, MA 02144-2516

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On May 22, 2019:

Subject: North Carolina Public Records Law Request: Communication Services Contracts - North Carolina - May 2019 (Alleghany County Sheriff's Office)

To Whom It May Concern:

Pursuant to the North Carolina Public Records Law, I hereby request the following records:

Contracts and invoices related to the use of communication services at any and all correctional or detention facility locations under the jurisdiction of this agency. This may encompass money transfer,

41075851-002427-02-02-00

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commissary transactions, telecommunication, email, kiosk, video visitation, and mobile tablet services.

Please provide the following relevant materials.

1. Procurement: Any and all open or active Requests for Proposal or similar solicitations regarding the provision, installation, maintenance, or use of communication services (including those related to money transfer, telecommunication, email, kiosk, video visitation, and mobile tablet services). If available or applicable, please provide equivalent materials for video conferencing equipment and other electronic communication and telecommunication services.
- 2: Contracts and agreements: Any and all active contracts regarding the provision, installation, maintenance, financial requirements, associated commissions, or use of communication services (including money transfer, telecommunication, email, kiosk, video visitation, and mobile tablet services). Please include all associated supplemental materials, including any and all attachments, amendments, and exhibits. Please provide any other materials regarding the terms of service, including the term and expiration date of the current contract, as well as any optional contract extensions. Please include the name of the current telecommunication provider, as well as the services currently being provided pursuant to the agreement. Relevant companies include, but are not limited to, CenturyLink, City Tele Coin, ICSolutions, JPay, and Securus Technologies.
- 3: Finance records: Any and all financial reports, commission reports, revenue reports, and invoices related to the provision, installation, maintenance, or use of communication services (including money transfer, telecommunication, email, kiosk, video visitation, and mobile tablet services). Please include all usage and fee reports, providing as much segregable data as possible, including, but not limited to, the rate at which the funds were generated, the revenue generated for each service, the timeframe during which the funds were generated, the nature of the communication's payment (collect, prepaid, inmate account), etc. If available, please also provide equivalent materials for video conferencing equipment and other electronic communication and telecommunication services.
- 4: Policies: Any and all policies related to the use of telecommunication services or any other services provided by companies relevant to parts 1, 2, and/or 3 of this request. Please include all policies regarding the appropriate manner in which inmates may use these services, including those related to the transfer of funds for costs related to these services and restrictions on or requirements for use of these services. If any responsive policies have gone into effect since January 1, 2016, please provide notes and communications regarding this policy change or adjustment.

Please provide all responsive materials and invoices for the period January 1, 2015 through the date this request is processed.

I am happy to discuss the scope of this request. If this is necessary, please feel free to contact me at this email address for a time to speak on the phone.

The requested documents will be made available to the general public, and this request is not being made for commercial purposes.

Account Range: 10-364-0006-000		to 10-364-0006-000		Include zero Activity Accounts: No				Year To Date As of: 09/24/19		
Account No	Description	Account Type	Anticipated	YTD Revenue	YTD Cash	AR Balance	Excess/deficit	% Real		
10-364-0006-000	PayTel calling Cards (Jai)	Cash Basis/A	4,000.00	8,593.18	0.00	0.00	0.00	4,593.18	214.83	
	Anticipated Total		4,000.00	8,593.18	0.00	0.00	0.00	4,593.18	214.83	
	Unanticipated Total		0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Revenue Fund Total		4,000.00	8,593.18	0.00	0.00	0.00	4,593.18	214.83	
	Final Total		4,000.00	8,593.18	0.00	0.00	0.00	4,593.18	214.83	

Account Range: 10-364-0006-000		to 10-364-0006-000		Include Zero Activity Accounts: No				Year To Date As Of: 09/24/19		
Account No	Description	Account Type	Anticipated	YTD Revenue	YTD Cash	AR Balance	Excess/Deficit	% Real		
10-364-0006-000	PayTel Calling Cards (Jail)	Cash Basis/A	2,633.00	5,080.00	0.00	0.00	0.00	2,447.00	192.94	
	Anticipated Total		2,633.00	5,080.00	0.00	0.00	0.00	2,447.00	192.94	
	Unanticipated Total		0.00	0.00	0.00	0.00	0.00	0.00		
	Revenue Fund Total		2,633.00	5,080.00	0.00	0.00	0.00	2,447.00	192.94	
	Final Total		2,633.00	5,080.00	0.00	0.00	0.00	2,447.00	192.94	

Range of Accounts: 10-520-6003-000		to 10-520-6003-000		Include Cap Accounts: Yes		skip zero Activity: Yes		As Of: 09/24/19	
Account No	Description	Budgeted	Transfers	Encumber	Net Expd/Reimb	Unexpended	Balance	YTD % used	
10-520-6003-000	Paytel Expenses	10,000.00 Payable:	0.00 400.00	0.00 400.00	9,700.00	300.00	300.00	97	
<b>Control Total</b>		<b>10,000.00 Payable:</b>	<b>0.00 400.00</b>	<b>0.00 400.00</b>	<b>9,700.00</b>	<b>300.00</b>	<b>300.00</b>	<b>97</b>	
<b>Fund Budgeted</b>		<b>10,000.00 Payable:</b>	<b>0.00 400.00</b>	<b>0.00 400.00</b>	<b>9,700.00</b>	<b>300.00</b>	<b>300.00</b>	<b>97</b>	
<b>Fund Non-Budgeted</b>		<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0</b>	
<b>Final Budgeted</b>		<b>10,000.00 Payable:</b>	<b>0.00 400.00</b>	<b>0.00 400.00</b>	<b>9,700.00</b>	<b>300.00</b>	<b>300.00</b>	<b>97</b>	
<b>Final Non-Budgeted</b>		<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0</b>	
<b>Final Total</b>		<b>10,000.00 Payable:</b>	<b>0.00 400.00</b>	<b>0.00 400.00</b>	<b>9,700.00</b>	<b>300.00</b>	<b>300.00</b>	<b>97</b>	

Range of Accounts: 10-520-6003-000	to 10-520-6003-000	Include Cap Accounts: Yes	Skip Zero Activity: Yes	As of: 09/24/19			
Account No	Description	Budgeted	Transfers	Encumber	Net Expd/Reimb	Unexpended	Balance YTD %Used
Final Budgeted		0.00	0.00	0.00	0.00	0.00	0.00 0
Final Non-Budgeted		0.00	0.00	0.00	0.00	0.00	0.00 0
Final Total		0.00	0.00	0.00	0.00	0.00	0.00 0

unable to locate



Range of Accounts: 10-520-6003-000		to 10-520-6003-000		Include Cap Accounts: Yes		Skip zero Activity: Yes		As of: 09/24/19	
Account No	Description	Budgeted	Transfers	Encumber	Net Expd/Reimb	Unexpended		Balance YTD	%Used
Final Budgeted		0.00	0.00	0.00	0.00	0.00		0.00	0
Final Non-Budgeted		0.00	0.00	0.00	0.00	0.00		0.00	0
Final Total		0.00	0.00	0.00	0.00	0.00		0.00	0

unable to locate

Range of Accounts: 10-520-6003-000		to 10-520-6003-000		Include Cap Accounts: Yes		skip zero Activity: Yes		As of: 09/24/19	
Account No	Description	Budgeted	Transfers	Encumber	Net Expd/Reimb	Unexpended			Balance YTD %Used
10-520-6003-000	Paytel Expenses	10,000.00	0.00	0.00	700.00	9,300.00			9,300.00 7
Control Total		10,000.00	0.00	0.00	700.00	9,300.00			9,300.00 7
Fund Budgeted		10,000.00	0.00	0.00	700.00	9,300.00			9,300.00 7
Fund Non-Budgeted		0.00	0.00	0.00	0.00	0.00			0.00 0
Fund Total		10,000.00	0.00	0.00	700.00	9,300.00			9,300.00 7
Final Budgeted		10,000.00	0.00	0.00	700.00	9,300.00			9,300.00 7
Final Non-Budgeted		0.00	0.00	0.00	0.00	0.00			0.00 0
Final Total		10,000.00	0.00	0.00	700.00	9,300.00			9,300.00 7

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Range of Accounts: 10-520-6003-000		to 10-520-6003-000		Include Cap Accounts: Yes		Skip Zero Activity: Yes		As of: 09/24/19	
Account No	Description	Budgeted	Transfers	Encumber	Net Expd/Reimb	Unexpended		Balance YTD	%Used
10-520-6003-000	Payable Expenses	10,000.00 Payable: 612.00	0.00 612.00	0.00 6,012.00	6,012.00 3,988.00	3,988.00 3,988.00		3,988.00 3,988.00	60
Control Total		10,000.00 Payable: 612.00	0.00 612.00	0.00 6,012.00	6,012.00 3,988.00	3,988.00 3,988.00		3,988.00 3,988.00	60
Fund Budgeted		10,000.00 Payable: 612.00	0.00 612.00	0.00 6,012.00	6,012.00 3,988.00	3,988.00 3,988.00		3,988.00 3,988.00	60
Fund Non-Budgeted		0.00 Payable: 612.00	0.00 612.00	0.00 6,012.00	6,012.00 3,988.00	3,988.00 3,988.00		0.00 3,988.00	0
Final Budgeted		10,000.00 Payable: 612.00	0.00 612.00	0.00 6,012.00	6,012.00 3,988.00	3,988.00 3,988.00		3,988.00 3,988.00	60
Final Non-Budgeted		0.00 Payable: 612.00	0.00 612.00	0.00 6,012.00	6,012.00 3,988.00	3,988.00 3,988.00		0.00 3,988.00	0
Final Total		10,000.00 Payable: 612.00	0.00 612.00	0.00 6,012.00	6,012.00 3,988.00	3,988.00 3,988.00		3,988.00 3,988.00	60

Account Range: 10-364-0006-000		to 10-364-0006-000		Include zero Activity Accounts: No				Year To Date As of: 09/24/19		
Account No	Description	Account Type	Anticipated	YTD Revenue	YTD Cash	AR Balance	Excess/deficit	% Real		
10-364-0006-000	PayTel Calling Cards (Jai)	Cash Basis/A	10,000.00	15,039.43	11,883.39			5,039.43	150.39	
	Anticipated Total		10,000.00	15,039.43	11,883.39			5,039.43	150.39	
	Unanticipated Total		0.00	0.00	0.00			0.00		
	Revenue Fund Total		10,000.00	15,039.43	11,883.39			5,039.43	150.39	
	Final Total		10,000.00	15,039.43	11,883.39			5,039.43	150.39	

September 24, 2019  
11:27 AM

ALLEGHANY COUNTY  
2019 Abbreviated Detail Revenue Account Status

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Account Range: 10-364-0006-000		to 10-364-0006-000		Include Zero Activity Accounts: No		Year To Date As Of: 09/24/19		
Account No	Description	Account Type	Anticipated	YTD Revenue	YTD Cash	AR Balance	Excess/deficit	% Real
10-364-0006-000	PayTel Calling Cards (Jail)	Cash Basis/A	15,500.00	11,945.07	12,140.15		3,554.93-	77.06
	Anticipated Total		15,500.00	11,945.07	12,140.15	0.00	3,554.93-	77.06
	Unanticipated Total		0.00	0.00	0.00	0.00	0.00	0.00
	Revenue Fund Total		15,500.00	11,945.07	12,140.15	0.00	3,554.93-	77.06
	Final Total		15,500.00	11,945.07	12,140.15	0.00	3,554.93-	77.06

**Alleghany County Sheriff's Office**  
**Detention Center**  
**Policy Manual**

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Policy D108.0

## **Inmate Telephones**

### **D108.1 Purpose and Scope**

Provide direction for staff and inmates with regard to inmate phones.

#### **D108.1 POLICY:**

To promote inmate ties with family, friends, business associates and others, inmates will be afforded use of a telephone while confined to the detention center. Inmate telephones will be placed throughout the facility in areas accessible to inmates. The detention center reserves the right to place time limits on calls and to deactivate phones during sleeping hours or to promote the legitimate safety and security needs of the facility. Inmates will be advised that all calls will be collect calls unless they have pre-paid for phone minutes. Special accommodations will be made by the telephone service/other provider for inmates requiring accommodations due to a legitimate disability as verified through the health care provider.

#### **D108.2 OTHER REFERENCES:**

Policy- Inmate Discipline.

#### **D108.3 DEFINITIONS:**

#### **D108.4 PROCEDURES:**

##### **1. Telephone Use by New Admissions:**

- A. New admissions will be allowed to utilize the inmate phones available in the booking area. Local calls are authorized free-of-charge.
- B. Prior to assignment to a housing unit/cell, newly admitted inmates will be allowed a reasonable opportunity to make and complete telephone calls to an attorney(s), friend(s), family member(s), or others to notify them of their confinement, seek release, and/or seek legal advice/counsel. Generally, a limit of two (2) calls is permitted to seek or arrange for bail/bond and/or notify a family member, friend and legal counsel. The duration of the calls may be limited due to inmate demand for phone use during peak admission times. **(NOTE: Inmates unable to complete a call during the booking process will be advised that they will have access to inmate phones in their assigned housing units).**
- C. Officers should allow inmates a reasonable amount of privacy when they are making telephone calls.
- D. Inmates denied or unable to seek bond/bail and who will be processed for admission to the detention center will be informed of their ability to utilize the inmate phone system in their assigned housing unit to complete calls to family members, friends and legal counsel. Calls will be collect calls, unless the inmate has pre-paid for phone minutes.



**(Note: Disruptive Inmates: Inmates that are physically or verbally abusive, seriously intoxicated, mentally unstable, or that refuse to obey detention center rules, will be given the opportunity to use the telephone as soon as their behavior will allow. If an inmate is unable or refuses to make any calls during the booking/intake period, the inmate will be advised that he/she will have the opportunity to utilize inmate phones located in their assigned housing units).**

2. Telephone Privileges for Inmates After Admission to the Detention Center:

A. Housing Unit Phones:

- 1). Inmate telephones will be made available for use in each housing unit of the detention center.
- 2). Telephones will be activated in the morning after housing unit inspection (on or about 7:00 a.m.) and will be deactivated in the evening during sleeping times (generally at 11:00 p.m.).
- 3). General population inmates will be provided access to phones in their housing units during times the phones are activated. Inmate housed in administrative separation, disciplinary detention or in high security housing will be authorized access to phones during certain times each day.
- 4). The detention center reserves the right to deactivate inmate phones during emergency situations or as needed to promote the legitimate safety and security needs of the facility, e.g., meal times, etc.
- 5). Inmates will be advised that telephone calls are monitored. Calls will be prefaced with a recorded message advising the called party that the call is being recorded.
- 6). Inmates will be advised that all calls made will be collect, unless an inmate has pre-purchased phone time. Local and long-distance calls will be charged at a rate determined by the phone provider.
- 7). Any complaints regarding the operability of inmate phones will be directed to an officer who will refer the complaint to the telephone provider for resolution.
- 8). Incoming phone calls are not permitted on the inmate telephone system; three-way calling is not permitted on any inmate telephone.
- 9). Officers will be responsible for monitoring inmate use of the telephone to ensure that all inmates are permitted equal access to the phone.

B. Accommodations:

- 1). Special accommodations will be made by the telephone service provider or through other outside resources for inmates requiring accommodations due to a legitimate disability as verified through the health care provider, e.g., hearing disability. The health care provider will notify the Detention Center Administrator/designee should a special accommodation other than those normally provided by the telephone provider be needed. In these cases, the Detention Center Administrator/designee will contact the telephone provider immediately to resolve the issue.



The Detention Center Administrator/designee will document all efforts made to provide accommodations for such inmates.

2). For indigent inmates' unable to make calls to their attorneys, an officer will contact the inmate's attorney and advise the attorney that the inmate needs to speak with him/her. To the extent possible, indigent inmates will be granted privacy when speaking with their attorney/legal representative.

3. Emergency Calls and Messages

- A. Should an officer receive an emergency call or message for an inmate, she/he will forward the message to the on-duty shift supervisor or designee. If necessary, the shift supervisor/designee will be responsible for verifying the truthfulness of the message through appropriate means available before informing the inmate.
- B. If the message could cause trauma or emotional distress, e.g., serious illness, injury or death of a family member, the shift supervisor/designee will deliver the message to the inmate. Inmates may be granted special permission to utilize a telephone in the booking area to contact a family member or friend in these cases.
- C. After the message has been delivered, the shift supervisor/designee may inform all on-duty detention officers and Admin. to monitor the inmate more closely and/or frequently, if necessary. The shift supervisor/designee will also document the incident and the inmate's behavior and provide this information to the on-coming shift supervisor at the time of shift change, if necessary.

4. Restrictions/Revocation of Telephone Privileges:

- A. The detention center will not routinely impose restrictions on inmate telephone privileges. However, should an inmate be found to be making harassing or threatening calls or should an inmate intentionally damage or destroy any inmate telephone, he/she will be subject to disciplinary action and possible criminal prosecution and restitution as outlined in Policy Inmate Discipline.
- B. Any outside party may voluntarily opt to block calls from an inmate to their phone(s). In these cases, the detention center is NOT responsible for calls blocked by an outside party.
- C. An inmate found to be making threatening and/or harassing calls may be subject to having his/her phone privileges to that party suspended or terminated.
- D. An inmate who is found to have intentionally damaged or destroyed an inmate phone may be subject to paying restitution for the repair or replacement costs of the phone as described in Policy- Inmate Discipline. Inmates may also be subject to criminal prosecution in these cases.
- E. Under no circumstances will any disciplinary action taken against an inmate result in the suspension or revocation of an inmate's right to access his/her attorney or legal representative.

